



Department of Commerce & Insurance

Vision:

Promote the success of individuals and small businesses in Tennessee through fair marketplaces, public safety, and consumer responsibility.

Mission:

Protect Tennesseans by providing balanced and efficient oversight of regulated industries, fire prevention, consumer advocacy and education.

Emergency Communications



Provided **3,334** hours of in-person training & **7,184** hours of online training to **1,618** 911 professionals. **1,133** individual 911 professionals took **110** different on-line course offerings & **485** individuals attended **13** different in-person course offerings

Last Updated: January 2020
tn.gov/commerce/e911

Insurance Division



Our Insurance Division helped Tennesseans locate **\$22,582,507** in benefits in 2019 using the NAIC's Life Insurance Policy Locator Service.



Last Updated: January 2020
tn.gov/commerce/insurance

Law Enforcement Training



A total of **811 students** were trained in **26 different classes** at the Tennessee Law Enforcement Training Academy (TLETA) in 2019. Since 1966, 21,909 officers have been trained at TLETA's basic recruit schools.

Last Updated: January 2020
tn.gov/commerce/let

Division of Regulatory Boards



In 2019 issued **129,922 licenses**, processed 3,716 complaints, completed 18,974 inspections and assessed **\$997,851** in civil penalties.

Last Updated: January 2020
tn.gov/commerce/regboards

Securities Division



Over **\$800,000 in fines & penalties** were assessed on behalf of Tennessee consumers in 2019 as a result of disciplinary actions taken by our Securities Division.



Last Updated: January 2020
tn.gov/commerce/securities

State Fire Marshal's Office



25,900 free smoke alarms were distributed across the state in 2019 and the Tennessee Fire Service and Codes Enforcement Academy conducted **1,073 fire and codes training classes**.

Last Updated: January 2020
tn.gov/commerce/fire

TennCare Oversight Division



Processed **549 healthcare provider complaints** and **121 independent review of denied claims filed by providers** in 2019.

Last Updated: January 2020
tn.gov/commerce/tenncareoversight